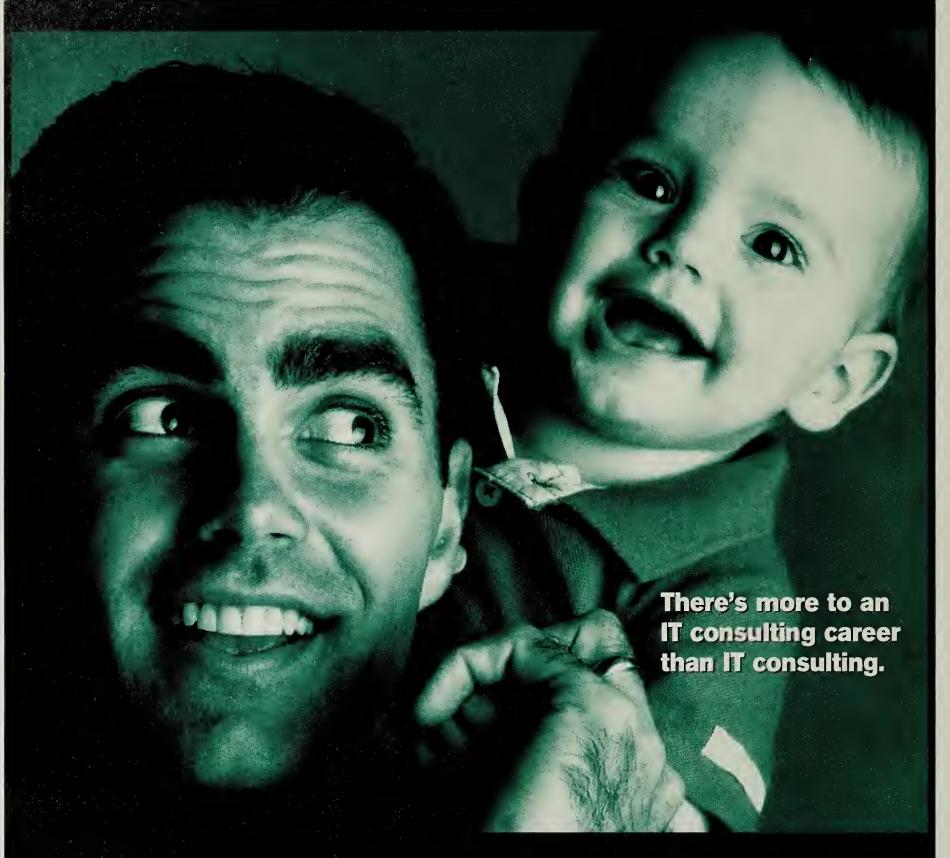
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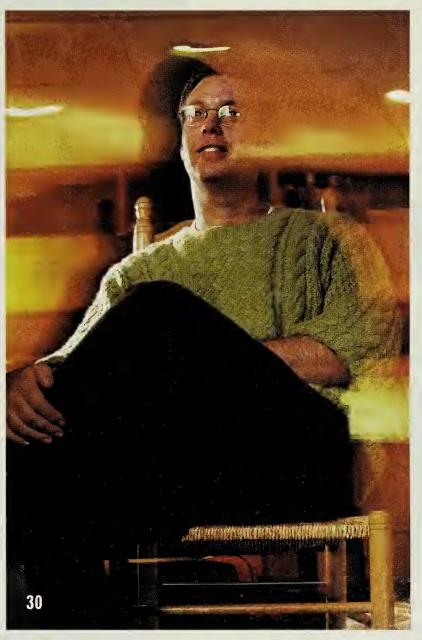
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Cover and "Mavericks and mercenaries" illustrations by Stephane Denis

From the Editor

THE NEW IT WORKFORCE

ndustry leaders, political lobbyists and senior government officials two months ago gathered in California to address the "labor crisis" facing the computer industry. Several worthy initiatives arose from the event, but among the highlights was growing disagreement about whether the IT labor crisis is actually a staffing shortage or a skills shortage. Throughout the highlevel talks, company owners and technical recruiters sounded a common message: "We can't hire enough skilled workers, so we have to keep using contractors."

Welcome to the new order.

The number of information technology contractors and consultants is skyrocketing — by some accounts by 15% or more per year. Driving the craze: tales of huge salaries, access to cutting-edge technologies and the potential for better training. More IT professionals are being lured by the career flexibility and control that consulting promises.

The result? Recruiting for permanent IT employees is hellish. And while corporate IT jobs often go begging, contractors and consultants are stepping in to take up the slack — many at top dollar ("Cashing in," page 4).

Recruiting is no less intense for IT contractors. Consulting companies are eager to sign the best and brightest IT professionals, who can bring technology skills and business savvy to the bargaining table. If you fit this profile, leading consulting employers would love to hear from you (see index of consulting employers, page 2).

Obviously, some regions and industries offer better opportunities than others. IT guns for hire must be willing to follow moving targets ("Mavericks and mercenaries," page 16). But no matter where you live, there are plenty of consulting employers and opportunities (see state listing of participating employers, page 46).

Before answering the siren's call, be warned: Contracting and consulting can be a very demanding lifestyle, and the bar is being raised on what you must deliver. If you're counting on technical skills alone to fuel your future IT career, you may soon find yourself obsolete ("Swan song for the technical specialist," page 30).

So, just who wants what skills? Most consulting employers specialize in and look for certain business and technical specialties (see skills listing of participating employers, page 51).

No matter how you view the IT workforce, one thing is certain: There has never been a better time to work in IT and there have never been so many opportunities for contractors and consultants. In the battle to stay competitive, companies are demanding a more skilled workforce. And consultants are becoming the frontline troops.

Davil Weldon

David Weldon david_weldon@cw.com

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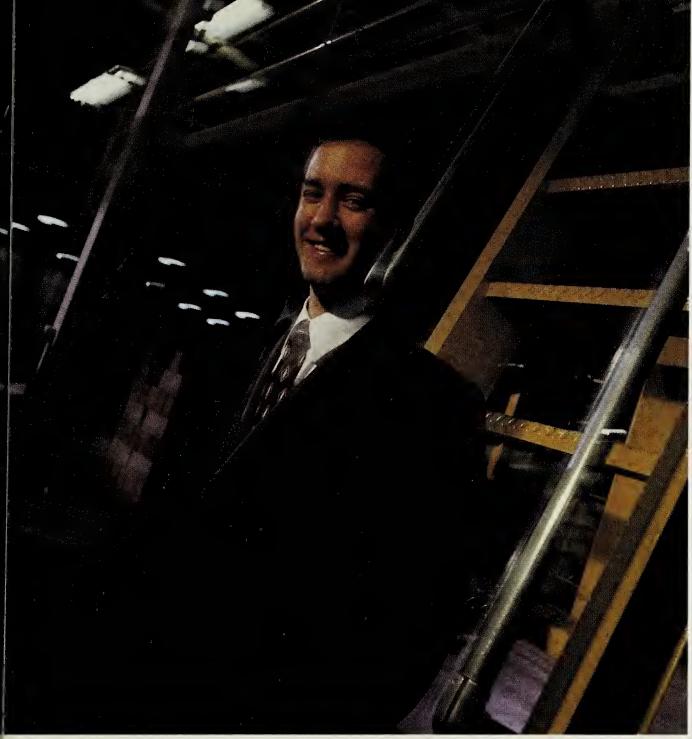
top dollar

BY MIRYAM WILLIAMSON

Matthew Stein has decided that independence is a lifestyle he can definitely get used to.

Stein, a former staff consultant at Andersen Consulting, left the company in 1996 to strike out on his own. His three-year stint at Andersen had given him business experience, great technology skills — and lots of contacts.

Those contacts led to an assignment at Wallace Computer Services, Inc. in Hillside, Ill., where Stein is working on a World Wide Web application using Java. He calls it "a neat project; new as technology gets." Stein has experience with Common Object Request Broker Architecture, client/server architectures and relational data-



A stint at Andersen Consulting gave Matthew Stein the skills, experience — and daring — to strike out on his own. He credits the contacts and relationships he built there for his new success

base systems. Last year, he earned \$107,000. Little wonder. Demand for skilled information technology consultants and contractors is skyrocketing. Salaries are shooting up along with it. Ken O'Brien, director of information systems at Wallace, an integrated supplies management company, says every hiring manager he knows "has a long list of resource needs and almost an open requisition for hiring IS professionals."

O'Brien says he would gladly hire another 40 permanent IS employees, "but the contracting market is so lucrative it's impairing our ability to fill full-time positions." And O'Brien says he would love to put Stein on the permanent payroll. But Stein says he likes the sense of control in staying independent. And he wants to keep his options open.

"I'm thinking more of starting my own software development consulting business than trying to move up in a company," Stein says.

"Consultants really hold the upper hand right now," says Jeff Iverson, owner of Iverson Software Co. in Mankato, Minn. "There is a shortage of talent out there to do what needs to be done," says Howard Niden, partner and head of Price Waterhouse LLP's North American IT consulting practice.

Iverson runs an online service for independent consultants and employers seeking help. "[Employers] are starting to ask for a combination of skills," Iverson says. "For instance, there might be a requirement for someone who knows RPG, MVS, Windows NT and Java. Cross-platform ability is a big asset."

It is Stein's assortment of skills that makes him a hot property in the consulting marketplace. And that marketplace is huge. Corporate IT groups, large consulting firms such as Andersen and Price Waterhouse and the placement services most consultants are affiliated with are all competing to draw consulting talent. Also heating up: campus recruiting and job fairs that combine salary and lifestyle inducements. Iverson says some employers are offering \$5,000 bonuses to consultants who stay with them for as little as 90 days.

Companies are paying between \$50 and \$75 per hour to IS professionals with legacy mainframe skills such as RPG, Cobol, MVS and CICS, Iverson says.

Those who know Java, C++ and multitier client/server architecture can look for rates of \$125 to \$150 per hour. An independent consultant's hourly rate is typically one and a half to two times that of a staffer with the same skills. But independents provide their own benefits (including health insurance, vacations, pension plans and a 15% Social Security selfemployment tax), so the discrepancy isn't nearly as great as it appears.

Year 2000 conversions are providing part of the fuel for the sizzling consulting market. But the main impetus is the number of mammoth projects under way, says Bob

Russell, partner in charge of human resources at Price Waterhouse's management consulting service in New York. People who can work on SAP AG, Oracle Corp. and PeopleSoft enterprise resource planning (ERP) implementations are much in demand, and those also skilled

in project management are the most sought after.

Niden, who is overseeing a royalty system development project for an entertainment

"CONSULTANTS
REALLY HOLD
THE UPPER
HAND RIGHT
NOW," says
Jeff Iverson,
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Minn.

company, reports increased corporate interest in custom application development.

To set themselves apart, firms are recognizing the need for applications tailored to their goals and ways of doing business. Consultants who want to address this need should have a knowledge of application, technical and data architecture, as well as project management, Niden says. At Price Waterhouse, such a person can earn up to \$250,000 per year, Niden says.

Savvy consultants are adding industry-specific knowledge to their skills.

"IF WE'RE

GOING TO

KEEP THE

BEST PEOPLE,

WE HAVE TO

LET THEM

HAVE A LIFE,"

says Howard

Niden, head of

Price

Waterhouse's

North

American IT

consulting

practice in

Chicago.

Marketing systems, customer management, order entry, knowledge management, data warehousing and data mining, and electronic business applications are increasingly important, hiring managers say. On the flip side, managers and consultants see little call for proficiency in Windows 3.1, DOS or other 16-bit technologies.

Certain legacy system skills are another

story. "I don't think the needs for Cobol are decreasing by any stretch," O'Brien says.

Most observers predict double-digit growth in pay scales for consultants over the next few years, but money won't be the only thing they will look for. Experienced contractors often place quality of life before pay.

WEAVING A WEB

The ability to nurture one's personal network is the one skill every consultant needs, says Alan White, president of

IT consulting's top jobs

Multitier ERP and global systems

TECHNOLOGY SKILL: Individuals with both mainframe and client/server technical knowledge, SAP or PeopleSoft experience are much in demand. Top guns have project management skills.

BUSINESS SKILLS: Consultants need ability to grasp complex business processes and relationships; excellent interpersonal and communications skills required.

TOP MARKETS: Most Fortune 100 companies are involved in enterprise systems implementation.

SALARY POTENTIAL: \$75 to \$125 per hour

Year 2000 conversion of legacy systems

TECHNOLOGY SKILLS: MVS, CICS, DB2, Cobol, IMS knowledge is highly prized. Project management is a plus.

BUSINESS SKILLS: Understanding of specific business processes; interpersonal and communication skills desirable.

TOP MARKETS: Smaller financial services organizations, manufacturing, transportation.

SALARY POTENTIAL: \$50 to \$75 per hour

Custom application development

TECHNOLOGY SKILLS: Top guns have working knowledge of application, technical and data architectures as well as project management skills. Lesser professionals know analysis, design and object-oriented development.

BUSINESS SKILLS: Intimate knowledge of specific industry practices and competitive intelligence. Superior communications and interpersonal skills a must.

TOP MARKETS: Retail and wholesale sales, financial services.

SALARY POTENTIAL: \$50 to \$125 per hour

Browser-based decision and marketing support

TECHNOLOGY SKILLS: All Internet skills, including Java, HTML, cross-platform communications, data warehousing and mining.

BUSINESS SKILLS: Knowledge of online analytical processing, cross-selling (offering goods and services related to those the customer has already bought). Interpersonal and communications skills.

TOP MARKETS: Retail sales, banking, supply-chain management

SALARY POTENTIAL: \$50 to \$75 per hour

E-commerce, transaction processing apps

TECHNOLOGY SKILLS: Internet technologies, Java, C++, HTML, Microsoft Internet development tools, data warehousing

BUSINESS SKILLS: Thorough understanding of business rules, processes, order entry, customer management. Communications and interpersonal skills.

TOP MARKETS: Growing need in banking and retail

SALARY POTENTIAL: \$75 to \$125 per hour

IT Consultants, Inc. in Orangeburg, S.C., a custom development and placement service.

"If a client comes to me with a request I can't fulfill and I just say, 'I'm sorry,' I hurt that relationship," White says. "Instead, I look around among the people I know and try to find someone who can do the job."

It's a classic "what goes around comes around" situation, White says. "Some of the best engagements I've had came about because somebody in my network couldn't handle the job, and I was introduced to someone I might otherwise not have met," he says.

Networking is how Stein got to be where he is today. He first came to Wallace as an Andersen employee. A few months after he left Andersen, the partner in charge of that project called him about another opportunity at Wallace. "It sounded kind of interesting," he says.

Stein says he wouldn't have sought work at his former employer's client for ethical reasons. But "since it was Andersen asking me to do some work for the same client as an independent, I figured it was OK," he says.

Stein knows an independent consultant's life is less secure than that of an employee, but he isn't worried. Wallace has him in mind for another project after he's completed his current one.

Stein says he sees his work lined up in front of him for the rest of the year, and that's more than most employees can say with assurance.

Williamson is a freelance writer in Warwick, Mass.

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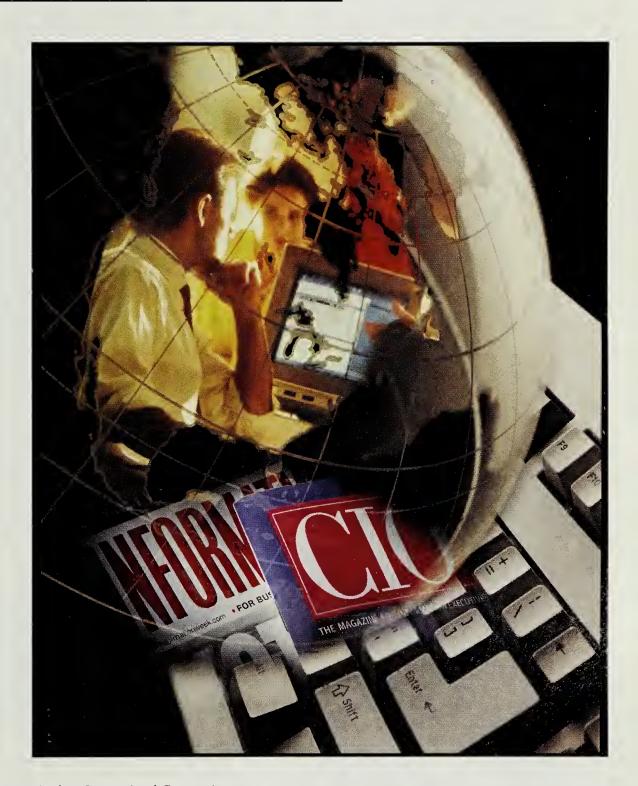
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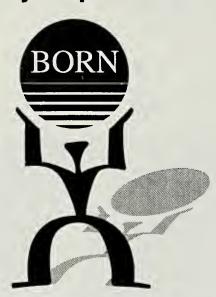


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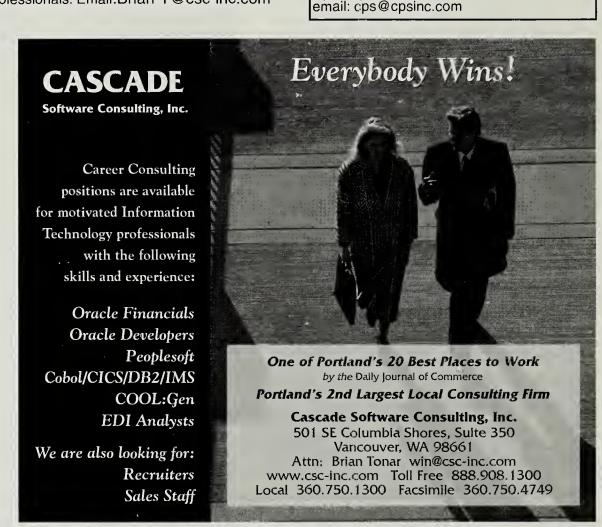
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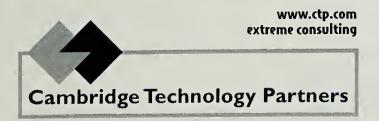
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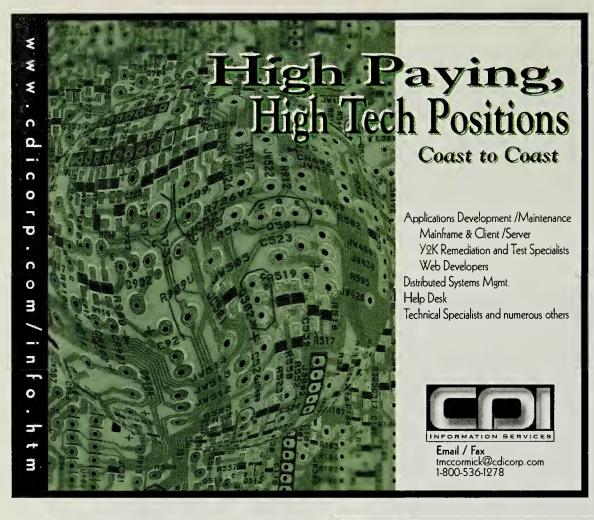
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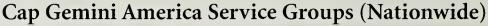


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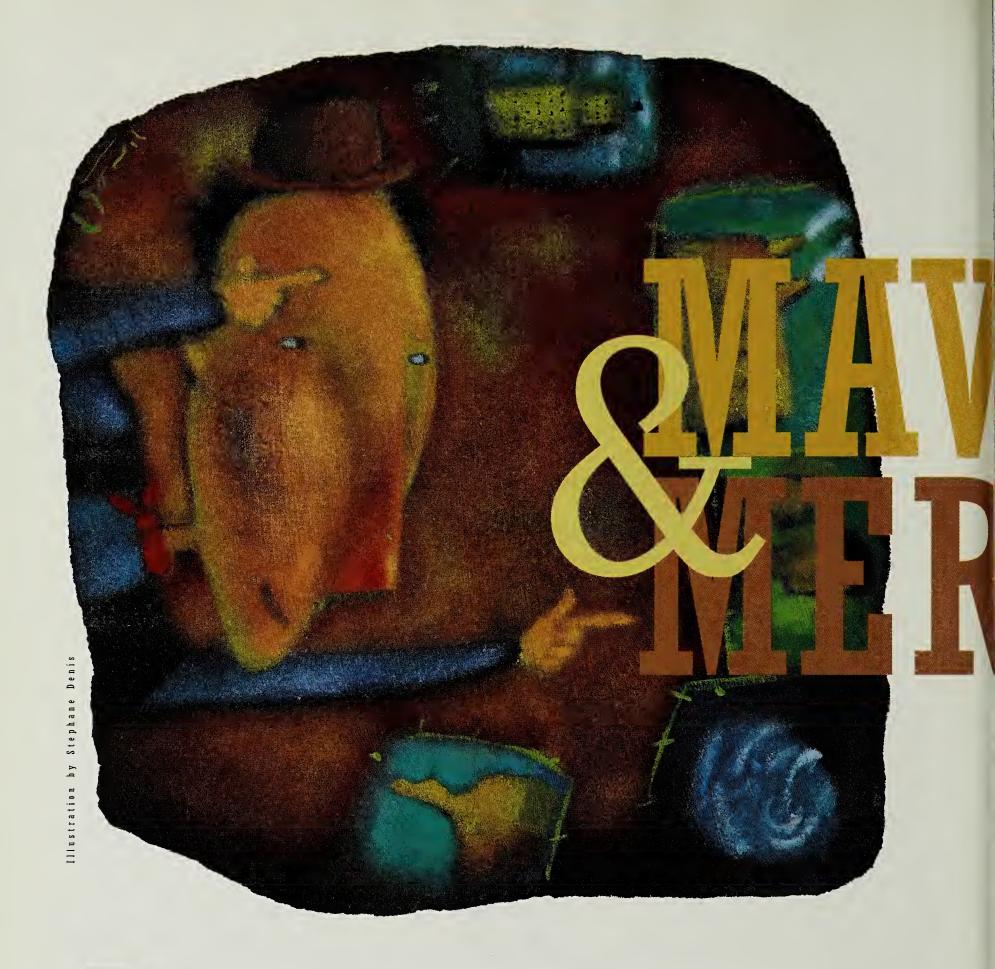
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on't expect to find Jeff Gainer at home in Hamilton, Mont., much these days. Gainer, an independent IT project management consultant, has clients clamoring for his skills. During the third week in February, you would have found him in Phoenix living out of a hotel suite, finishing up a two-week contract for a financial services firm. Two months from now you might find Gainer in Seattle.

Or North Carolina. Or any of the other hot regional markets for IT contractors from coast to coast.

As it becomes harder to find qualified information technology workers, a natural fallback tactic is to hire temporary workers, or contractors. And IT hiring managers are grabbing

them wherever they can find them.

These mercenaries of the IT world make no commitments, pretend no loyalties and promise nothing to temporary bosses other than that they will finish a job within a particular time frame for a particular — usually very high — fee. But IT managers are increasingly dependent on their services.

Contracting agencies say the highest demand — and top dollar paid — for IT workers on either coast can be found in the greater New York/New Jersey area, where many multinational giants have their world headquarters; and in Silicon Valley, where a large proportion of new technologies are developed. Other needy markets include Southern California (both Los Angeles and San Diego), Atlanta, Phoenix and major cities in Florida and Texas.

IT guns for hire must be willing to follow moving targets. Here are some industries and markets that will give you your best shot

BY ALICE LAPLANTE

But ask the contractors for their take on the hiring demand, and the answer varies depending on their area of expertise. Gainer, for example, gets most of his calls from the Northeast and North Carolina.

Robert Parkinson, an SAP AG consultant based in Roseville, Calif., finds that he is wooed mostly from overseas.

Tom Stevens, an information systems consultant in Suwanee, Ga., lately has been hounded by recruiters desperate for Power-Builder expertise. And they all seem to be from Denver, he says.

Stevens recently accepted a contract project in Boston managing a year 2000 conversion project for a telecommunications company. What most attracted Stevens to that project compared with all the other offers he receives daily is that he will be in charge. "That's the most important thing for me. The level of responsibility," he says.

And Stevens isn't alone. Don't get the idea that today's IT contractors make their decisions based solely on cash proffered. Indeed, most place less emphasis on salary than on

The top 10 industries for IT consultants

These manufacturing industries plan to hire the greatest percentage of IT contractors and consultants in 1998

- 1. Petroleum refining
- 2. Computer hardware/software
- 3. Computer peripherals
- 4. Industrial equipment
- 5. Automotive
- 6. Wood/paper products
- 7. Consumer products
- 8. Agriculture
- 9. Aerospace
- 10.Metal/plastics/rubber

Source: Computerworld's upcoming 1998 Quarterly Hiring Survey, April 1998 such things as whether the proposed project will allow them to enhance their skills, either technical or managerial; the duration of the job; and location.

"I've passed up on more money than you can imagine," says Stevens, who refuses to work in New York and who says that he "probably wouldn't accept a job west of the Mississippi."

Jeff Iverson, owner of Iverson Software Co. in Mankato, Minn., and creator of a World Wide Web site that provides a free matchmaking service for contractors and IT managers, says there is an almost comically dramatic mismatch between employers and contractors. For example, he says, only one technical skill is on the top 10 wish lists of both: Windows NT.

Employers are asking for more established skills sets. In order of urgency, they request Cobol, Oracle, Unix, SAP, CICS, DB2, SQL, JCL and project management skills. Yet contractors are seeking jobs that will help them use or develop Windows 95 or Windows 3.x, DOS, C, Microsoft Access, Hypertext Markup

Language, C++, Visual Basic and Java skills. "There's a huge discrepancy out there," Iverson says. The contractor rates at Iverson's Web site range from \$25 per hour to \$145 per hour. The greatest demand seems to be from the Northwest, he says.

The biggest contracting trend that *isn't* happening is telecommuting and remote access Contractors want it, but employers aren't eager. "You can't blame them; they want to maintain a certain amount of control over their workforce," Iverson says. But as the IT skills shortage gets worse, employers probably will be more amenable, he says.

EASY TARGETS

Jim Curry hopes so. As director of sales and marketing at Technology Locator Corp., a San Diego-based contract staffing specialist, his clients are in California only. His database of 100,000 contractors — 400 to 1,000 of whom may be free for an assignment on any given day — come from all over the country.

For Curry's Silicon Valley clients, the greatest demand

is for contractors to work on Web and intranet projects. In San Diego, there's more of a demand for projects involving communications technology, including telephony and other types of digital communications.

Curry says it is easy to attract people to those jobs because the projects tend to incorporate leading-edge technologies. The salaries also tend to be higher on the West Coast. But the high cost of living can be a deterrent. Rental occupancy rates in the San Francisco Bay Area top 99%, so even the 18% salary premium paid to contractors there sometimes can't offset the higher costs of housing and food.

And, Curry says, it is becoming much more difficult to place people in maintenance or legacy positions. "People think, often quite rightly, that their skills will not be current when it's time to move on," he says. Of course, Curry says, as demand for these less-attractive projects drives up prices, "you can eventually satisfy just about anyone if you agree to pay them enough."

Yet many contractors



should think twice about hanging up their Cobol hats. Why? The year 2000 problem won't go away in 2000. And the price tag for contractors willing to bust their guts on this admittedly lower-level work keeps rising.

Source: Computerworld's upcoming 1998 Quarterly Hiring Survey, April 1998

"There is no way that everyone is going to have their systems fixed in time," insists Steve Epner, the founder of the Independent Computer Consultants Association (ICCA) in St. Louis, and president of BSW Consulting, Inc. Epner admits it might take some persuading

— and a whole lot of dough — to get IT con
New England tractors to take what will inevitably be deadend jobs. Still, he says, "Cobol is the ticket for making a lot of money over the next few years. Not C++ or any of those other fancy things."

reer development, the only "training" they get is on the job. Thus the importance of choosing each contracting job carefully. A Java stint might pay less than a Cobol year 2000 contract, but in the long run it may be a wiser choice.

"There's so many new development tools and software packages out there, it's a challenge to keep current," says Camille Schenkel, president of C4 Design Group, Inc., a New York-based multimedia design and development contract agency that specializes in Web development.

When you're working seven days a week, "it's more difficult to squeeze in the things that used to pass for long-term career planning. You grab it when you can — on the job," Schenkel says.

But John Genzano is proof positive that contractors are creative folk — and that compromises exist. He says he sees year 2000 conversion jobs "everywhere. Literally everywhere." But Genzano says he doesn't tell anyone that he knows Cobol because he doesn't want to get pigeonholed into a well-paying but ultimately dead-end job.

Genzano, a West Chester, Pa.-based contractor who specializes in developing departmental client/server systems based on Microsoft Access, says it's often possible to convince clients that it makes more sense to replace than patch an aging system.

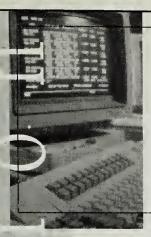
"You can get the best of both worlds by building a year 2000-compliant system based on newer technologies," he says.

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Yet many contractors say their lives are so harried, and the technology market moves so fast, that in terms of ca-

LaPlante is a freelance writer in Woodside, Calif.





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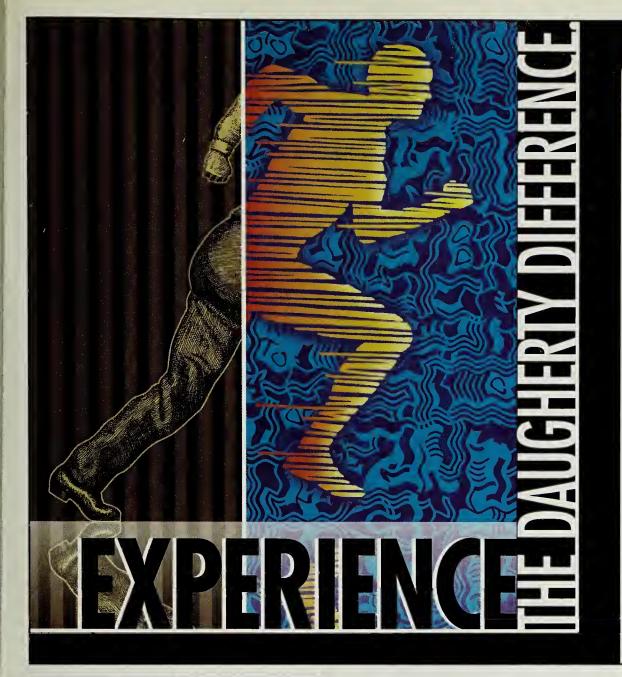
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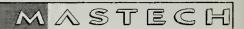
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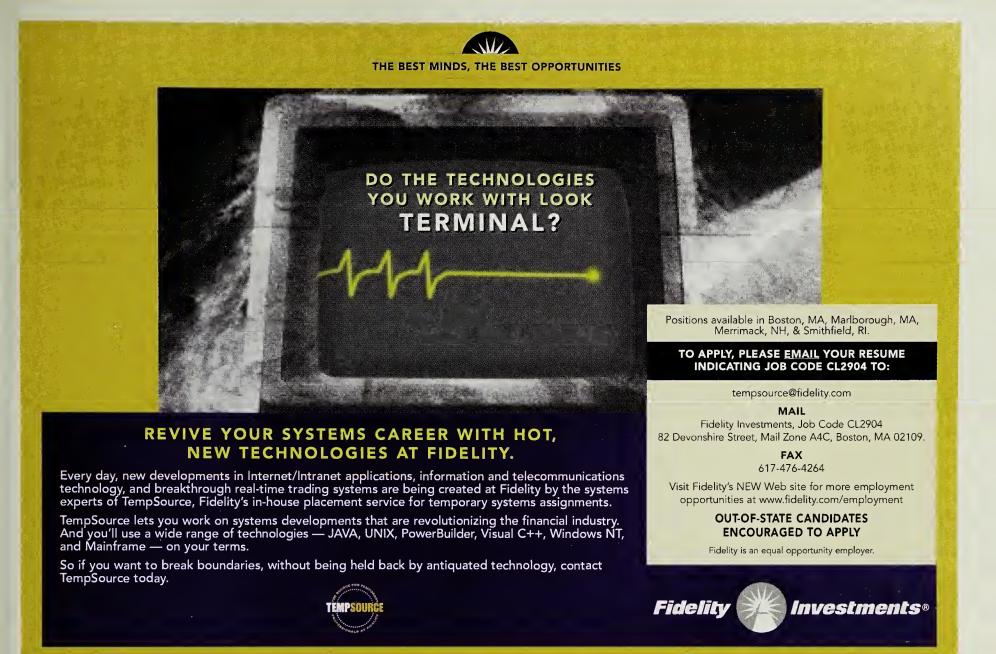
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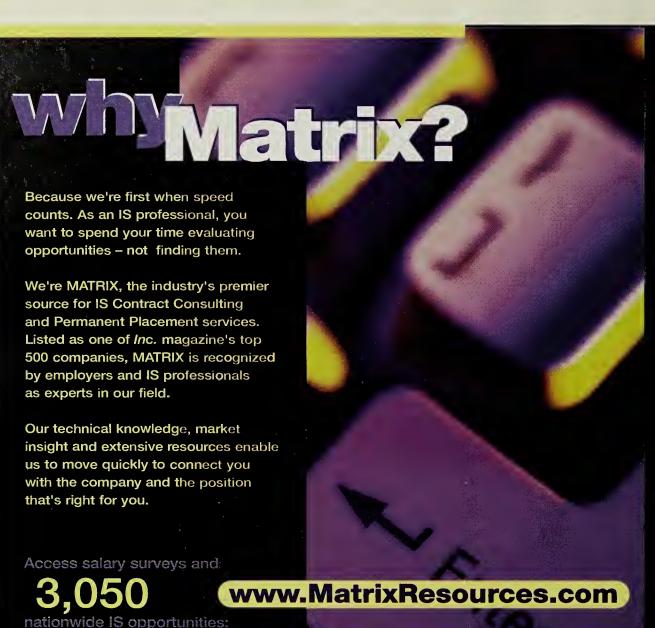
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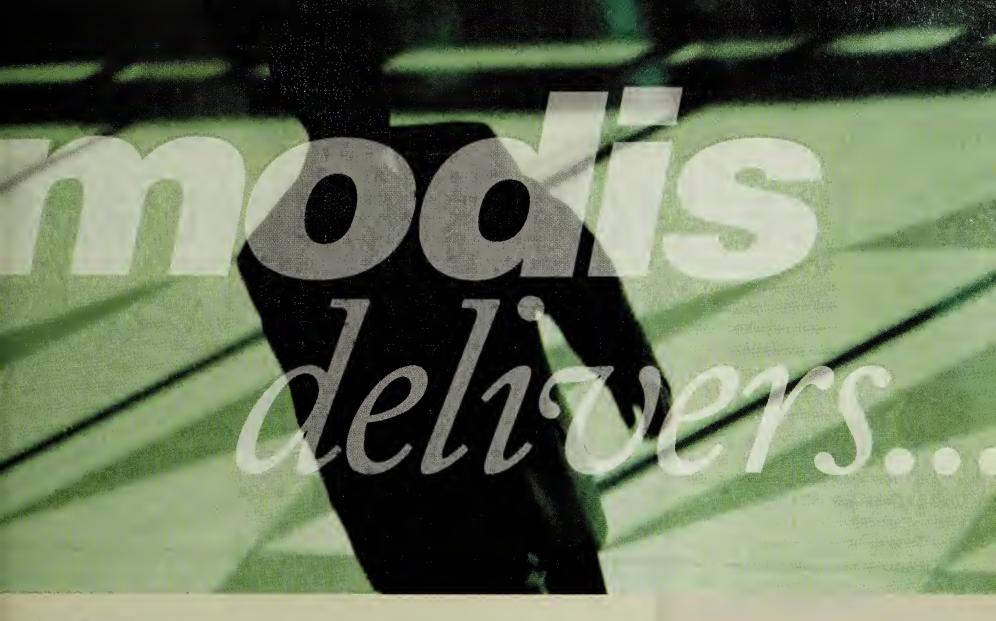
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These are boom times for technical specialists.

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Contract programmers are still having a field day replacing 30-year-old systems with client/server applications.



Then there's the crushing demand for anyone with World Wide Web skills. According to software recruiting company Allen Davis & Associates in Amherst, Mass., even inexperienced Hypertext Markup Language (HTML) programmers are

getting about \$50 per hour. Those who can produce corporate Web sites command \$250 per hour or more.

But the era of the technical specialist is almost over.

"Right now, you can make an unbelievable amount of money on technical skills alone, particularly if you know any legacy language," says Steve Epner, president of St. Louis-based BSW Consulting, Inc. and founder of the Independent Computer Consultants Association, a 1,500-member organization, also in St. Louis. "But in very short order, consultants will be expected to merge their technical skills with business experience. A lot of people aren't going to make it."

FRESH TALENT

It isn't just that year 2000 work is a one-time bonanza that will disappear overnight, making Cobol programmers obsolete again. It's that many of the skill areas that are in short supply today, such as HTML and Java, will soon be inundated with college graduates happy to do the work at half the current rates.

And much of the re-engineering work that has fueled the IS consulting industry for the past decade is complete. Companies don't need IS consultants to build information systems for them anymore. They need consultants who know how to make their businesses run better.

"When we put a new application in, it's not a major overhaul for us anymore," says Ed Pease, computer services manager at Merck and Co.'s pharmaceutical manufacturing facility in Elkton, Va. "Off-the-shelf software is much closer to what we want than even a few years ago. We don't need to hire experts to redesign it for us the way we used to. Instead, they need to understand our business so they can advise us how to make it better. They need to be able to walk into a business meeting and to know what's going on."

The skills that will be in demand in the next few years aren't easy to explain in a few lines on your resume. Nor are they the so-called "soft" skills, such as presentation and communication skills (although those will be as important as ever). A knowledge of business processes from beginning to end and who needs

"CONSULTANTS

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TO THE

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Merck and

Co. in

Elkton, Va.

what information at every step of the way will truly separate the successful IS consultants from the also-rans. Also important will be the ability to combine that knowledge with the best available technologies.

"I don't need someone who understands SAP or Data 3," Pease says. "I need someone who understands procurement or financials or materials resource planning. Consultants must be able to relate the technology to the business."

What particular business process is in demand? Electronic commerce tops the list, observers say. Not how to make it work technically, but how to use the technology to make money for the client. It's an area where successful consultants will bring to the table an intimate knowledge of sales, distribution and billing.

"We've seen systems that allow customers to request guaranteed overnight delivery, with no ability built in to the system to check whether a given part is out of stock," says Jon Reed, a director at Allen Davis & Associates. "It's one of many examples where even someone doing a small programming task



executive vice president of OnSite Access

Salary premiums paid to IT consultants

needs to understand what the company is trying to do," he says.

Although electronic commerce gets the most attention, knowledge of any business process manufacturing process of a given industry, for example — will be a huge differentiator in a consulting career. Building, distributing, billing and being paid for products and services are universal business activities; a knowledge of any single process gives you a skill that won't become obsolete. The smaller your consulting firm, the more critical your business expertise will become.

BOTTOM LINE

"My clients want to see the immediate business benefit of what I do for them," says David Hirsch, executive vice president at New York-based OnSite Access, an IS consulting firm with a staff of 10. "I position myself not as a technical expert, but as a part of the business team. I need to be able to explain the business reasons for why we're doing what we're doing. If I can't, I'm not doing

my job."

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EDUCATION,"

says Steve

Epner,

resident of

BSW Consulting,

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Louis

How do you develop the depth of business experience required to not just build systems, but to add business value? Hirsch had 13 years' experience as a general business manager before he became an IS consultant. But most consultants don't have 13 years to develop the same level of experience.

Epner recommends investing two years in a good MBA

INTERNET SKILLS: Java 25% Web server administration 22% Electronic commerce 18% Netscape server 17%

commerce 18% Netscape server 17% Internet development tools 14% CGI 14% ActiveX 11%

11%

LANGUAGES:

HTML

11%
10%
7%
7%

DEVELOPMENT TOOLS:

Delphi	20%
Oracle's	
Developer 2000	20%
Visual J++	18%
Visual Basic	12%
Visual C++	11%
Progress	10%
SQL Windows	9%
PowerBuilder	9%

NETWORKING:

19%
16%
14%
13%
11%
7%

DBMS and RDBMS:

Object databases	38%
Oracle	23%
Progress	21%
Gupta SQL Base	20%
Sybase SQL Server	19%
dBase/xBase	19%
Microsoft's	
SQL Server	18%
DB2	10%
IBM IMS	6%
Informix	3%
Paradox	3%

OPERATING SYSTEMS:

Macintosh	23%
AIX	19%
Unix	14%
OS/2 Warp	13%
Windows NT	12%
DOS	10%
VMS	9%
MVS	7%
Windows 95	6%

Solaris	6%
HP-UX	4%
Windows	2%

INTERNETWORKING:

ATM	21%
Routing	19%
10Base-T switching	16%
Gigabit Ethernet	13%
Ethernet switching	13%

LAN:

Novell NetWare	24%
Microsoft NT Server	20%
Ethernet	20%
HTTP	16%
AppleTalk	16%
OS/2 LAN server	11%

OFFICE/E-MAIL/ GROUPWARE:

14%
12%
11%
4%

CLIENT/SERVER APPLICATIONS:

SAP	39%
Lawson	37%
PeopleSoft	34%
Baan	25%
Oracle	23%
J. D. Edwards	21%
SSA	11%
GEAC	
(Dun & Bradstreet)	5%

SYSTEM SOFTWARE and SUPPORT:

Rapid application development 16% Network management 14% Systems management 12% OLTP 9% Data warehousing/data mining 9% Help desk 8% Use/performance 6% Security 4% Directories 4% Decision-support systems 3% Project management 3%	Year 2000	
development Network management Systems management OLTP Data warehousing/ data mining Help desk Use/performance Security Directories Decision-support systems Project	conversion	27%
Network management 14% Systems management 12% OLTP 9% Data warehousing/ data mining 9% Help desk 8% Use/performance 6% Security 4% Directories 4% Decision-support systems 3% Project	Rapid application	
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data mining 9% Help desk 8% Use/performance 6% Security 4% Directories 4% Decision-support systems 3% Project	OLTP	9%
Help desk 8% Use/performance 6% Security 4% Directories 4% Decision-support systems 3% Project	Data warehousing/	
Use/performance 6% Security 4% Directories 4% Decision-support systems 3% Project	data mining	9%
Security 4% Directories 4% Decision-support systems 3% Project	Help desk	8%
Directories 4% Decision-support systems 3% Project	Use/performance	6%
Decision-support systems 3% Project	Security	4%
systems 3% Project	Directories	4%
Project	Decision-support	
	systems	3%
management 3%	Project	
	management	3%

program. "The best consultants will merge on-the-job technical experience with a formal business education," he says. "The big money will go to the people with both."

But even two years sounds like a long time to invest, particularly now, when consultants fare well on technical expertise alone. Another alternative is to join a consulting firm that is large enough to give you on-the-job training. Big companies can give you the opportunity to develop business process experience while working on a project team with more experienced peers.

But when you gain the experience, you will be rewarded for it. Reed estimates that Allen Davis & Associates places consultants with business process knowledge at five times the hourly rates of consultants without those skills. And you'll be investing in skills that will always be in demand. Programming languages and tools will continue to evolve, but businesses will always be looking for better ways to produce, distribute, sell and collect revenue for their products.

"There will always be a need for technical people," Epner says. "But they're going to become more like the auto mechanics of the consulting world. They'll have a glass ceiling to contend with that's getting lower all the time. To get past the glass ceiling, you'll need to know more than how to plug it in. You'll need to understand what your clients are trying to accomplish and how you can help them get there."

Tristram is a freelance writer in San Jose, Calif.

Source: Computerworld's 1997 Annual Skills Survey



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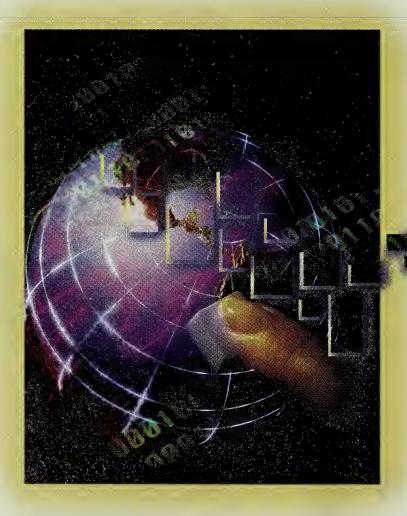
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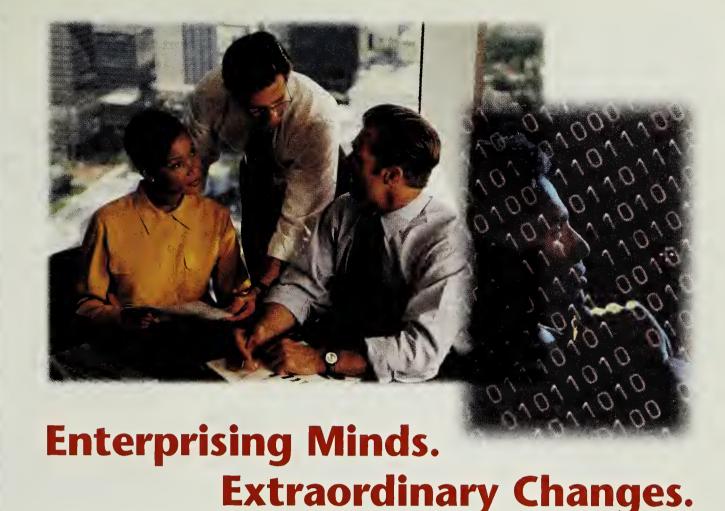
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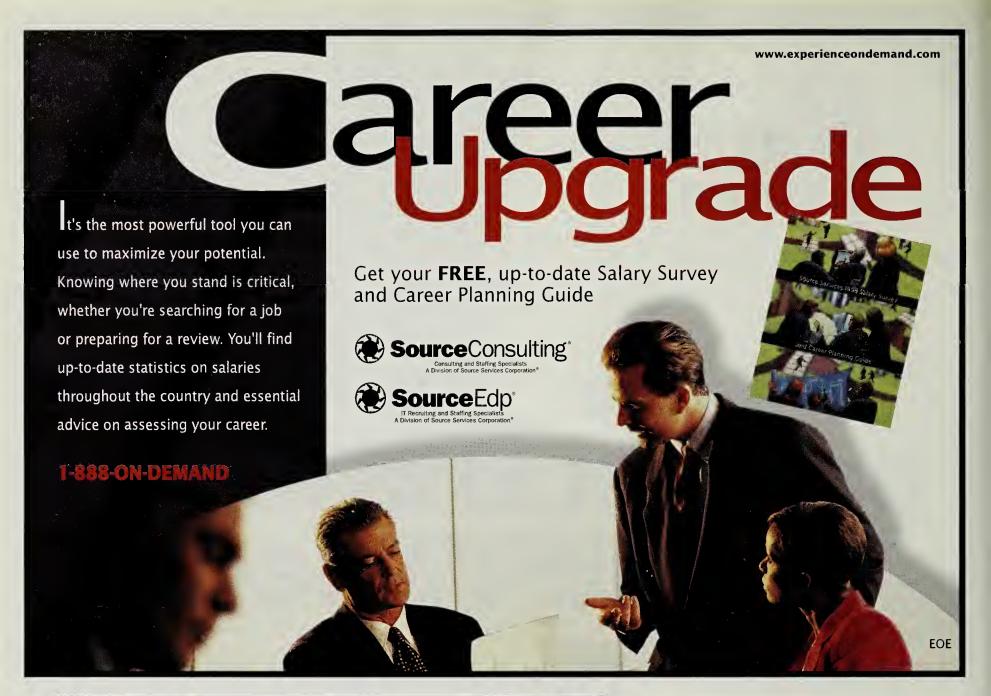
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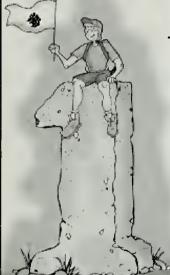
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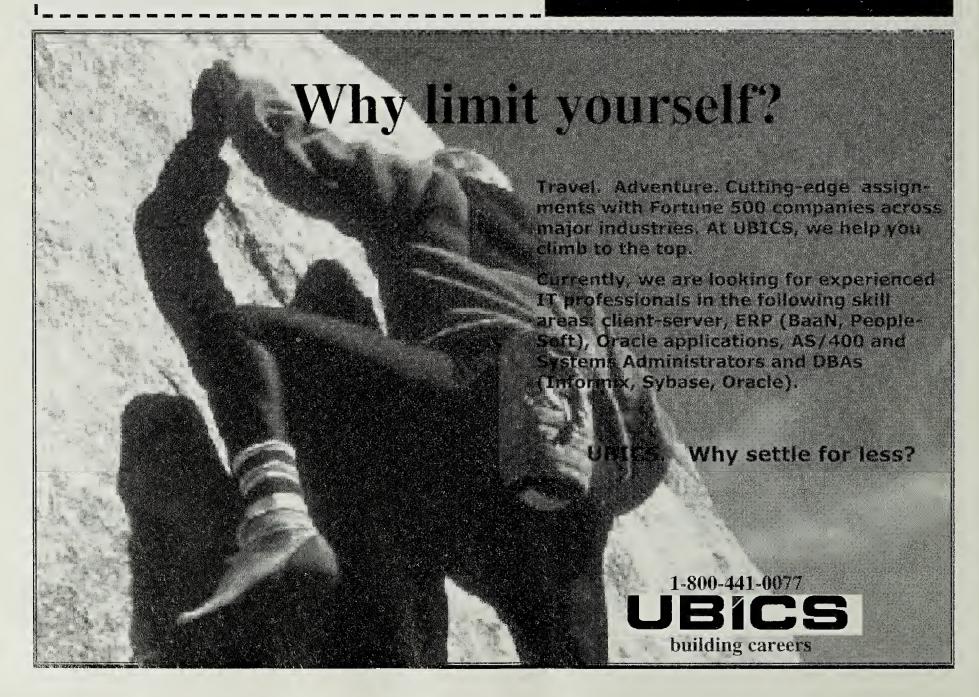
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